



Protocol for Councillors to raise queries on Planning Enforcement Cases

Each month Assistant Enforcement Officers provide updates on current Planning Enforcement action to the North and South Planning Committees. It is important to recognise that this update relates to cases where enforcement action has been taken, through the serving of enforcement notices or through appeals and legal action. Such cases are in the public domain and can be openly discussed in Planning Committees as far as that information does not compromise the action being taken.

The cases referenced above are different to the majority of Planning Enforcement work which relates to enforcement complaints and live investigations where action has not yet been taken. Such cases are not yet in the public domain and public discussion of such cases can compromise investigations and may breach data protection. Due to the volume of live investigations, it is also unlikely that officers would be able to provide useful updates based on member questions in Planning Committees.

Questions in respect of ongoing enforcement complaints and investigations will no longer be answered in Planning Committee and questions must only relate to the cases listed in the report where action is being taken. It should be noted that it is the enforcement officers who are best placed to answer questions over managers, who will need to revert to enforcement case officers anyway.

The following steps should be followed by Councillor who have a query or are seeking an update on a current already registered enforcement case at the complaint/investigation stage.

1. Phone or email the case officer who is dealing with the enforcement case. The majority of the time it is the case officer or one of the enforcement team who are best placed and most informed to deal with your query. If a member does not know who the case officer is and/or if a case has been logged, they should either email the enforcement team inbox d.c.enforcement@eastsuffolk.gov.uk or telephone the enforcement team general number 01394 444297.
2. If a member sends an email or leaves a voicemail, they should receive a response within 3 working days. If no response is received, they should try again prior to escalation.
3. If no response is received within 3 working days, and a further phone call/email has been made with no response, or if the matter is extremely urgent, then the query should be escalated by contacting the Principal Planner managing the enforcement team, Katherine Scott, Principal Planner (Technical Lead, Development Management) via Katherine.scott@eastsuffolk.gov.uk or 07867 155568 or Ben Woolnough (Planning Manager) ben.woolnough@eastsuffolk.gov.uk 07833 406681